

ADVOCACY AND CUSTOMER SERVICE SECTION

The Advocacy and Customer Service Section is one of the five sections in the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Our role is to support advocacy and consumer choice, ensure rights protection in the community and the state operated facilities and to promote consumer empowerment. Our staff includes consumers and family members. We want to make it easy for you to share your concerns. We will answer your questions, help resolve your complaints and process your appeals. We have three teams to assist you.

CONSUMER EMPOWERMENT TEAM

- Keeps you, your family members and advocates actively involved in local and state policy development and planning.
- Ensures that your voice, input, and disability representation is included in building a better service system.
- Helps develop local grass roots advocacy and consumer groups.
- Provides support and assistance to the state and local Consumer and Family Advisory Committees (CFACs) to ensure empowerment and an informed system.

CUSTOMER SERVICE AND COMMUNITY RIGHTS TEAM

- Protects your rights when you are served in the community.
- Provides a responsive system for your complaints or concerns.
- Monitors community rights protections and customer service.
- Assists families and individuals in accessing public services.

STATE FACILITIES ADVOCATES TEAM

- Advocates for a safe, humane and client friendly atmosphere in the state facilities.
- Ensures the protection of your rights by conducting investigations of any suspected abuse, neglect or other rights violation 24/7.
- Informs and educates you, your family, guardians and significant others on exercising your rights.
- Provides unannounced observation of all residential areas 24/7.
- Helps coordinate the Human Rights Committee Meetings.

HOW TO REACH US:

Visiting

11th Floor, Suite 1156, Albemarle Building
325 N. Salisbury Street
Raleigh, North Carolina
Monday-Friday, 8am-5pm

Writing

Advocacy and Customer Service Section
Division of Mental Health, Developmental Disabilities and Substance Abuse Services
3009 Mail Service Center
Raleigh, North Carolina 27699-3009

Calling — 919-715-3197

Faxing — 919-733-4962

TTY/Voice — 919-715-1968

Calling Toll Free

State CARE-LINE — *Information and Referral Service*
TTY/Voice/Spanish
1-800-662-7030

Viewing our web site

www.dhhs.state.nc.us

STATE FACILITY ADVOCATES

Black Mountain Neuro-Medical Treatment Center

Lisa Holmes — 828-259-6715

Longleaf Neuro-Medical Treatment Center

Julie Branch — 252-399-2112, X-378

Broughton Hospital

Olga Propst — 828-433-2100

Murdoch Developmental Center

Maureen Crews — 919-575-1030

Caswell Developmental Center

VACANT — 252-208-3791

O'Berry Neuro-Medical Treatment Center

Kim Brantham — 919- 581-4262

Cherry Hospital

Larry Dawson — 919-731-3505

R. J. Blackley – ADATC

Paula Appel — 919-764-7330

Central Regional Hospital (Butner Campus)

Paula Appel — 919-764-7330

Walter B. Jones – ADATC

Rose Stirewalt — 252-707-5053

Central Regional Hospital (Raleigh Campus)

Paula Appel — 919-764-7330

Whitaker School

Paula Appel — 919-764-7330

J. Iverson Riddle Developmental Center

Lana Gilliam — 828-433-2656

Wright School

Paula Appel — 919-764-7330

Julian F. Keith – ADATC

Angie Pertiller — 828-257-6369